Call or contact centre workers respond to telephone, internet and email enquiries and complaints about an organisation's goods and services, and promote the goods and services.

### Job title examples

- Call or Contact Centre Team Leader/Call Centre Supervisor/Contact Centre Supervisor
- Call or Contact Centre Operator
- Customer Service/Customer Support Centre Worker

### Other jobs in this field of work

### What call or contact centre workers do

- answer incoming calls, emails and messages, and assist customers with their enquiries
- identify requirements and record information into computer systems
- coach staff and assist call centre operators to resolve problems and customer enquiries
- develop rosters and manage staff numbers to meet workflows
- listen to calls conducted by call centre operators and provide performance feedback
- monitor and time calls
- create further interest in goods and services by offering customers more information about goods and inviting customers to use services on offer
- update databases to reflect changes to the status of customers and prospective customers
- arrange the dispatch of goods, information kits and brochures to customers and other parties
- undertake clerical duties such as faxing and filling out paperwork, and liaising with other departments associated with customer contact
- issue invoices and receive electronic payments for goods and services provided
Main employing industries

- Financial and Insurance Services
- Administrative and Support Services e.g. call centre operations
- Public Administration and Safety e.g. Commonwealth or state government, councils
- Information Media and Telecommunications

Qualifications

The following government subsidised qualifications are available in NSW:

**Certificate II in Customer Engagement** available as a qualification
**Certificate III in Customer Engagement** available as a traineeship or qualification
**Certificate IV in Customer Engagement** available as a traineeship or qualification

Apprenticeships and traineeships: Find out how to get an [apprenticeship or traineeship](#).

Course fees: You may be eligible for government subsidised training under Smart and Skilled. Go to the [Course Finder](#) to find training in your area, estimate your fee and find a training provider.

Job prospects and pay

- There are around 9,472 call or contact centre workers working in NSW.
- Over the next four years, employment in this occupation is expected to remain stable in NSW.

**Average weekly full time earnings (before tax):**
- Call or contact centre workers: $913
- All occupations: $1,200

Related jobs

- Call or Contact Centre and Customer Service Manager
- Enquiry Clerk
- Receptionist

To find out more regarding these related jobs, visit the [Job Guides Homepage](#).

Information sources

Occupations: Australian Bureau of Statistics, Australian and New Zealand Standard Classification of Occupations, 1220.0
Skills shortages: Department of Employment, Skill Shortage List NSW 2015-16
Job prospects: Centre of Policy Studies (CoPS), Victoria University, Employment Forecast Data for NSW 2015/16 to 2022/23